Administrative Office of Courts

Welcome to AOC NEWSLETTER

Welcome to Alabama's Unified Judicial System

Printer Friendly Version

Got Computer Troubles?

Don't let it come to this...
We can HELP!

Court Services/IT Division has a solution to all of your AOC Computer Needs. See our new Technology Ads at the bottom of pages 1, 3, and 4.

We are here to Rescue you!

Juror / Case Management Program

By Karen Craymer, AOC Legal Division

We are excited about the recent decision to revitalize the Juror/Case Management Program here at the Administrative Office of Courts. Eric Anderson, a staff attorney in our legal division will lead this program. He will be assisted by Cary McMillan and Karen Craymer with the advice and counsel of Frank Gregory.

The initial phase of the program will focus on juror management. We will endeavor to assist the court personnel in the circuits in improving the efficiency and outcomes of the juror process. We will include everything from compilation and improvement of the master juror list through the release and payment of the individual jurors at the end of jury week.

To get started, a survey was sent to all circuits to gather some information and input from those persons who assist in managing juries. We look forward to working with the judges and those involved with juror/case management throughout the state. Thank you in advance for your assistance and cooperation with the survey and helping make this program a success. Please contact one of the members of the team if you have any questions, comments, or if we can assist you in any way.

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IT Support Gets New 'Bug' Tracking Program

*By Brenda Tadlock, IT Support*

You may have noticed that email replies from IT Support have recently had an addition to the subject line. Since January 15th, we have enjoyed a new 'Bug' Tracking program that adds to the end of the subject line: "(DO NOT EDIT: 1234)". The number after the colon is the ticket number that is assigned to the request. Every email sent to ApplicationSupport@alacourt.gov is given a unique ticket number. This ticket is then assigned to one of the IT Support staff members to resolve. All replies that have this addition in the subject line are appended to the same ticket; however, if the information in parentheses is removed or not there, a new ticket will be opened.

As with any new program, there are a few 'Bugs' to work out. We have noticed a few things over the last few months that we would like to bring to your attention. In an effort to better manage our database, we ask for your cooperation in the following:

- ❖ <u>Subject Line</u> – We ask that the Subject line not be left blank and that it be shortened to the most relevant information with the body of the email containing the bulk of the request. We would like for the subject line to begin with the name of the application then a brief description of the issue. This leaves room for our database to add the parentheses containing the ticket number. We have had problems in the past where emails did not process into our database due to the subject line containing too many characters. An example of a good subject line is: *eCitations: Several tickets will not transfer - Morgan County.*
- ❖ <u>Large Attachments</u> – Our database cannot handle very large attachments (i.e. anything over 1 mb). If you are sending us a screenshot of your application error, a good way to scale down the size is to save the picture in Microsoft Paint and then save as .jpg type file. You may also crop out the unnecessary portions of the picture and resize to a smaller size. If you need assistance with this, please call IT Support and we can assist you over the phone.
- ❖ <u>Using an old eMail for 'New' Requests</u> – If an old email is used to forward a 'new' request to IT Support, please delete the entire Subject line from the old email and enter an updated Subject so your 'new' request will get a fresh new ticket number. This helps us keep up with your new request and keeps our statistical data correct. Once we complete and close a ticket, the system does not re-open that old ticket when a new email comment is added to it. So to avoid your new request going unnoticed; please send new requests in a new email.

Bugs by Month
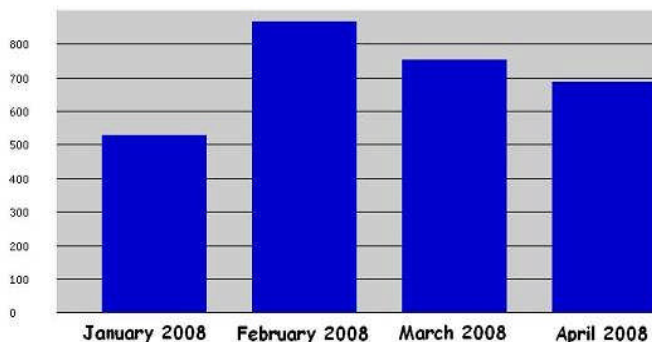
We are really pleased with this new Tracking Database which allows us to better track our email requests. Please refer to the *Bugs by Month* chart for our statistics for the first quarter of the year. Keep in mind, these are only our email totals and do not include the number of calls we get each month.

"That's all I got to say about that." (Forrest Gump)

New Enhancements in E-Applications

By Jasmine Jones, IT Support

E-Citation Images

As you know, eCitation images are being automatically imported into AlaVault from eSearch once case numbers are assigned. No longer are your offices having to manually scan the front of the ticket into AlaVault. Since this feature was implemented on April 22, 2008, almost 14,000 tickets have been imported.

Please keep in mind that the Court Action and Disposition Record must still be printed and scanned into AlaVault. This includes Guilty Pleas, Orders, and Dispositions that are signed by a Judge or Magistrate. Eventually, electronic processing and electronic signatures will eliminate the printing, signing, and scanning of eCitation court action records.

We have received some rave reviews since our deployment of this new feature that we wish to share with you:

"I just love the e-Citation being 'Imported' to AlaVault. It is wonderful and saves me a lot of time. Thanks for doing and getting this done!!!"
-- April Chiapperino, Court Specialist, Chambers County Clerks Office

"Thank you all who worked so hard to provide this functionality to our offices. This is a great time saver and will free up employees who were manually scanning all these tickets into the system. I am a strong advocate of technology, particularly when you can see great benefit and a dramatic savings of manpower. Good work!"
-- Jane C. Smith, Circuit Clerk, Madison County, Alabama

New AlaCourt.com Feature for Judges
Inactive Cases

The Judge's Desktop in AlaCourt.com now has an 'Inactive Cases' option that gives the Judge the ability to display and print cases that have not had any activity within the last 120 days.

This new Inactive Cases feature filters out the following:

- Cases that are on an Administrative Docket
- Cases with Future Court Dates
- Cases with Outstanding Warrants

This feature also allows the Judge to select between Civil and Criminal Cases from the Pending Cases drop-down menu.

Reminder:

The Administrative Office of Courts In-state Travel Claim Form can be accessed at http://eforms.alacourt.gov or from the AOC Homepage (http://www.alacourt.gov) by clicking the following links:
- ❖ eCourt Services
- ❖ eForms
- ❖ Court Administration folder
- ❖ FIS folder
- ❖ DFC-06 (Statement of Official Travel)
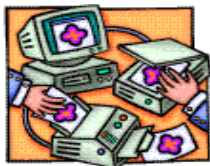
Need Assistance with your PC?
PC, Scanner, or Printer – Equipment Requests
Hardware & Software - Installation, Setup and Repair
eForms Support and eMail Support - Account Resets

Please contact **PCHelpDesk** at 1-866-954-9411 Option 1, Option 1
Or eMail us at:
PCHelp@alacourt.gov

Position Changes

We would like to inform you of following position changes at AOC:

- Lela Taylor is no longer with the Supreme Court. She has accepted a position with AOC in the Alabama Judicial College.

- Miriam Ortiz has transferred from AOC's Traffic Call Center to the PC Help Desk.

- Neal Armstrong is now the Section Chief over the MIDAS program.

If you know of any position changes, please email Newsletter@alacourt.gov with detailed information about the employee and the position.

Just For Fun!

Lawyers in Court

Recently reported in the Massachusetts Bar Association Lawyers Journal, the following are 10 questions actually asked of witnesses by attorneys during trials and, in certain cases, the responses given by insightful witnesses:

1. "Now doctor, isn't it true that when a person dies in his sleep, he doesn't know about it until the next morning?"

2. "The youngest son, the twenty-year old, how old is he?"

3. "Were you present when your picture was taken?"

4. Q: "You were not shot in the fracas?"
   A: "No, I was shot midway between the fracas and the navel."

5. "Was it you or your younger brother who was killed in the war?"

6. "Did he kill you?"

7. "How far apart were the vehicles at the time of the collision?"

8. "You were there until the time you left, is that true?"

9. "How many times have you committed suicide?"

10. Q: "Doctor, how many autopsies have you performed on dead people?"
    A: "All my autopsies are performed on dead people."

Taken From: http://www.ajokes.com/jokes/1566.html

Technology Tip! By IT Support

ScanSoft PDF Professional 3.0… has a feature that allows any document or webpage to be saved as a PDF.
- ❖ Select File > Print
- ❖ Select ScanSoft PDF Create! as the Printer > OK
- ❖ Name the PDF > SAVE

For Questions regarding this tip, please contact IT Support.

DADesktop   eAppellate DAWC eCitations DAR ALAPAY eTranscripts

AOC Newsletter

For Assistance with these Web-Based Applications, Please contact IT Support

AlaCourt WMS AlaFile DARRT ALAVAULT

Please contact **IT Support** at:
1-866-954-9411 Option 1, then Option 5
Or Email us at:
ApplicationSupport@alacourt.gov